



Illinois Department of Transportation

Memorandum

To: DIRECTORS, DEPUTY DIRECTORS, AND BUREAU CHIEFS
From: Dianna L. Taylor
Bureau Chief of Personnel Management
Subject: Technical Vacancy
Date: April 12, 2016

Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement April 13, 2016 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m.** on **Tuesday, April 26, 2016**. Applicants will not be accepted after that time and date.

NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.

All applicants will receive a position description for the position they are applying for. If you have any questions, please contact Jennifer Sunderland or Denise Hamilton at 217/782-5594.

MT I

Support Services Technician
Region 1/District 1/Executive Office
Highways
Schaumburg

Attachments
40918

Technical Applications (PM 1080) **must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) by **Tuesday, April 26, 2016**, 4:30 p.m. Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.

NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.



Illinois Department of Transportation

An Equal Opportunity Employer

Position Summary Sheet

Classification: Management Technician I

Salary Range: \$2,580 - \$4,735

Position Title: Support Services Technician

Union Position: ☒ Yes ☐ No

Position Number: PW421-23-51-000-00-01

IPR#: 40918

Office/Central Bureau/District/Work Address:

Division of Highways/Region One/District One/Executive Office/201 W Center Ct., Schaumburg, IL

Description Of Duties:

This position is responsible for the accurate direction, disbursement and timely completion/follow-up of internet inquiries, CTS letters, Region 1 Engineer tickles and Executive Office correspondence. S/He conducts annual physical inventory and scheduling/tracking of technology classes for the Executive Office.

Special Qualifications:

The following criteria is desired:

- Knowledge, skill and mental development equivalent to two years of college in business, economics, math or similar curriculum
- Ability to maintain harmonious relationships with employees, agency officials and the general public
- Strong oral and written communication skills
- Proficient in Microsoft Word, Excel, Internet and other database programs
- Familiarity with roadways within Region One/District One and an understanding of the work responsibilities of the various bureaus within the Region in order to determine the appropriate assignment of inquiries

Shift/Remarks:

8:00 am – 4:15 pm / Monday - Friday

**ILLINOIS DEPARTMENT OF TRANSPORTATION
POSITION DESCRIPTION**

| | | | |
|---------------------|------------------------------|-------------------------|--|
| DATE: | <i>December 10, 2015</i> | POSITION: | <i>Support Services Technician</i> |
| APPROVED BY: | <i>John Fortmann</i> | OFFICE/DIVISION: | <i>Highways/District One/Executive Office</i> |
| CODE: | <i>PW421-23-51-000-00-01</i> | REPORTS TO: | <i>Deputy Director of Highways Region One/District One</i> |

Position Purpose

This position is accountable for the accurate direction and disbursement along with timely completion/follow up of internet inquiries, CTS letters, Deputy Director of Highways tickles, directing executive office correspondence along with conducting annual physical inventory in the Executive Office and the scheduling and tracking of technology classes offered/attended by Executive Office staff.

Dimensions

| | |
|---------------------------|----------------|
| Internet Inquiries | 2,500 annually |
| CTS Letters | 500 annually |
| Regional Engineer Tickles | 500 annually |
| Geographical Area | 6 Counties |

Nature and Scope

This position reports to the Deputy Director of Highways/Region One Engineer as do the Assistant to the Region One Engineer, Program Development Engineer, Project Implementation Engineer, Operations Engineer, Administrative Services Manager, Administrative Project Manager and the Executive Secretary III. In addition, the position may receive assignments directly from the Program Development Engineer, Project Implementation Engineer, Operations Engineer and the Administrative Project Manager in matters related to policy implementation.

This position functions within the Bureau of Administrative Services, Executive Office and is responsible for the consistent application of departmental policies and procedures, Region One/District One mandates as well as the applicability of central office policies and procedures and makes the otherwise routine tasks performed by this position unique and complex in nature.

Typical problems encountered by the incumbent involve timeliness, accuracy and interpretation of Region One/District One and Central Office standards. Being able to apply independent and analytical thinking under tight deadlines constitutes the greatest challenge of this position. In fact, even the most routine and repetitive tasks performed must be thought out and processed on their own merit, due to the impact of the public's general perception of government employees. Appropriate assignment of correspondence and internet inquiries is contingent upon the incumbent's familiarity with roadways within Region One/District One and his/her understanding of the work responsibilities of the various bureaus with the Region.

Under the general direction of the Deputy Director of Highways, Region One/District One Engineer and Executive Secretary III this position directs all internet inquiries from the general public with timely completion and follow up as needed. S/He directs and/or prepares final documents needed for Secretary of Transportation, Director of Highways, and Deputy of Director of Highways, Region One/District One Engineer's inquiry tracking system. The incumbent directs general, confidential and sensitive correspondence for the

Executive Office. S/He conducts the annual physical inventory in a timely and accurate manner ensuring all physical inventory in the Executive Office is accounted for as well as maintains inventory and orders office supplies. This position deals with various vendors regarding maintenance/repair of office equipment. S/He coordinates and tracks technology classes for all Executive Office staff.

This position is constrained by all departmental and district policies and procedures. In this position the incumbent refers all requests of an unusual nature to his/her superior.

On a daily basis the incumbent is in contact with district personnel, agency officials and the general public.

The effectiveness of this position can be measured by the accuracy and timeliness of tickles and internet inquiry responses as well as the appropriate assignment of mail and other inquiries.

Principal Accountabilities

1. Reads, directs all internet inquiries ensuring completion and follow-up as needed.
2. Reads, directs and prepares documents for the inquiry tracking system.
3. Reads, directs all general, confidential and sensitive correspondence.
4. Conducts annual physical inventory of all Executive Office equipment/property.
5. Inventories and orders Executive Office supplies.
6. Coordinates and tracks all Executive Office training courses.
7. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
8. Performs other duties as assigned.